



**JERRY SANDERS**  
Mayor

September 8, 2006

Number U6001

The City of San Diego is accepting resumes for the unclassified position of

**BUSINESS OFFICE PROJECT MANAGER**

**Salary Range:** Dependent on qualifications and experience.

**Recruitment:** Open to all Qualified Candidates

**Filing Deadline:** **September 29, 2006.** Candidates are encouraged to apply promptly as interviews and selection may begin upon receipt of resumes from qualified individuals.

**The Department:**

The Business Office is a unit in the Business and Support Services group under the direction of the Assistant Chief Operating Officer. The Business and Support Services group provides centralized support functions to operating departments across the City and includes the Business Office, the Human Resources, Purchasing and Contracts, and Administration Departments, as well as the Office of the Chief Information Officer.

The Mayor has directed that Business Process Reengineering (BPR) studies be conducted for all City departments, programs, and services to improve efficiencies, reduce the cost of City government and to maximize the services offered to residents. The Business Office is responsible for implementing, tracking, and monitoring this initiative and the transformational changes that result. The Business Office is also responsible for performance measurement and cost-saving validation, business analysis, preparation of the guidelines for the proposed managed competition initiative, and for implementing a City Management Plan.

**The Position:**

Under the leadership of the Mayor and the general direction of the Assistant Chief Operating Officer, the Business Office Project Manager will oversee and facilitate business process re-engineering efforts; assist City departments in following a defined methodology that enables staff to analyze and redesign processes and functions using objective and quantitative methods and tools; plan, schedule, and coordinate reengineering team meetings; assist departments with long and short term change efforts, benchmarking and process improvement techniques; conduct cost benefit analysis; prepare special reports; make presentations; assist with managed competition efforts; and perform other duties as assigned.

## Business Office Project Manager

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### Qualifications:

- Knowledge of wide range of reengineering processes, performance management and improvement strategies, and process mapping techniques
- Comprehensive understanding of benchmarking, performance standards, best practices research methodology in municipal government and related organizations
- Demonstrated skills in streamlining work processes (activities, services, or functions) for substantial improvement, cost savings, and improved delivery of service
- Demonstrated knowledge of strategic planning processes and goal setting practices
- Demonstrated leadership in solving complex problems by using a high degree of sensitivity, tact and diplomacy
- Excellent problem solving skills, with the ability to proactively identify and support creative and viable reengineering solutions
- Demonstrated ability to comprehend, analyze and transmit sensitive and complex information quickly and effectively
- Ability to build consensus in a political environment
- Exceptional group, team, and process facilitation skills and techniques
- Proven project management skills (project work plans, project budgeting, estimating work effort and resource scheduling) and the ability to work independently while exercising good judgment
- Strong interpersonal skills, communication (written and verbal), and presentation skills
- Strong business and political acumen to work effectively with front line employees, high level administrators, customers, subject matter experts, and stakeholders within and outside the City
- Active and genuine commitment to managing diversity in the workplace and encouraging high performing teams
- A commitment to public service, responsible stewardship and innovation in government

Any combination of education and experience that demonstrates these qualifications may be qualifying. Possession of a Bachelor's Degree in public administration, business administration, business management, industrial engineering or related field and 3 years of progressively responsible professional experience as a facilitator/consultant or similar field would be a typical way to demonstrate these qualifications. A Master's Degree in the areas described above is highly desirable.

### Selection Process:

To be considered for this position, please submit two copies of your current resume, a letter of interest highlighting your relevant work experience, and a list of three work related references to: The City of San Diego, Personnel Department, Employment Information Center, 1200 Third Avenue, Suite 101A, MS 51P, San Diego, CA 92101, in an envelope marked **CONFIDENTIAL: Unclassified Recruitment – Business Office Project Manager** or e-mail to [PersonnelUnclassified@sandiego.gov](mailto:PersonnelUnclassified@sandiego.gov). **EOE/ADA.**

  
Rich Snapper  
Personnel Director

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